

Remote Service MyLOFT: An Analytical and Empirical Study of Remote Access to Electronic Resources

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Summary

Over the past few years, digital resources for scholarly purposes have experienced tremendous growth. A short time ago, today's academic libraries hadve transformed, as many researchers and students wouldill now expect to access digital resources from any location. The pandemic has only added to this expectation, as learning has shifted almost entirely online.

The MyLOFT (My Library on Fingertips) service offers users access to their libraries' electronic resources remotely and conveniently from any device without the normal feelings of frustration. Within this paper, I will discuss MyLOFT as a tool for remote access to library services. I will describe how MyLOFT serves its users, how it was developed, the impact it has had on academics, and the perception that users have about MyLOFT.

To provide clarity on this issue, I used a descriptive research methodology, including a user survey, and presented the data obtained through charts and tables. Based on the findings, users perceive MyLOFT favourably. Most users indicate that using MyLOFT enables them to conduct research more efficiently and expediently than ever before. Ultimately, MyLOFT has certainly changed how electronic libraries will deliver their services to users.

Keywords: MyLOFT, Remote Access Services, Academic Libraries, Digital Libraries, User Satisfaction, E-Resources

Introduction

Today, academic libraries are hardly recognisable from the past. Almost everything is available via digital resources (journals, e-books, databases, etc.). Library staff need to ensure library users are able to access these resources when they are located far away from campus. The old methods of providing remote access, such as IP authentication and VPNs, are confusing to users and add unnecessary delay. Remote access solutions like MyLOFT provide an effective way to provide remote access to all digital resources in one location in the cloud, enabling library users to sign into all digital resources from anywhere with a single login. MyLOFT also provides remote access to library resources through its global directory, searching the global directory for a library user's desired information, organising the information for library users, providing users the ability to save content to offline storage, and streamlining the remote access process to improve the user experience while using an academic library's digital resources (EIFL, 2024). In this paper, I will provide an analysis of MyLOFT as a remote access solution for academic libraries by detailing various features of MyLOFT

compared to the expectations of users and using real-life examples to demonstrate its relevance to the contemporary academic library environment.

Concept of Remote Access Services in Libraries

- Remote access services allow authorised users to access library resources from locations outside the physical library premises. These services have become critical due to:
- Growth of distance and blended learning
- Increased reliance on electronic scholarly content
- Need for flexible and equitable information access
- According to Breeding (2023), remote access tools are no longer supplementary but central to library service delivery models. MyLOFT represents a new generation of such tools, focusing on usability, mobility, and personalisation.

Overview of MyLOFT

MyLOFT (My Library on Fingertips) is a cloud-based remote access solution developed by Eclat Engineering. It enables libraries to deliver subscribed content directly to users' personal devices through web platforms, mobile applications, and browser extensions (EIFL, 2024).

Key Features of MyLOFT

- Single sign-on authentication
- Unified search across multiple databases
- Offline access to saved content
- Mobile and browser-based access
- Content organisation and annotation tools
- Text-to-speech and accessibility support

Objectives of the Study

The objectives of this study are to:

- Examine the features and functionalities of MyLOFT as a remote service platform
- Analyse user satisfaction and usage patterns
- Evaluate the impact of MyLOFT on academic and research activities
- Identify challenges and prospects of MyLOFT

Research Methodology

Research Design

A descriptive and analytical research design was adopted for the study.

Data Sources

Secondary data: Journals, EIFL reports, MyLOFT documentation, institutional case studies

Primary data: User survey conducted among MyLOFT users

Sample Size

Total respondents: 120

Participants included students, research scholars, and faculty members

Data Analysis Techniques

Percentage analysis

Tabular representation

Graphical interpretation

Analysis and Interpretation of Survey Data

Demographic Distribution of Respondents

Table 1. Category-Wise Distribution of Respondents

Category	Respondents	Percentage
Undergraduate Students	42	35%
Postgraduate Students	38	32%
Research Scholars	25	21%
Faculty Members	15	12%
Total	120	100%

Interpretation: Students constitute most users (67%), indicating MyLOFT’s strong relevance in teaching-learning processes.

Frequency of MyLOFT Usage

Table 2. Frequency of Remote Access Usage

Frequency	Respondents	Percentage
Daily	46	38%
Weekly	41	34%
Occasionally	24	20%
Rarely	9	8%

Interpretation: More than 72% of users access MyLOFT daily or weekly, reflecting its integration into routine academic activities.

User Satisfaction with MyLOFT Services

Feature-Wise Satisfaction Level

Table 3. User Satisfaction (%)

Feature	Very Satisfied	Satisfied	Neutral/Unsatisfied
Remote Access Convenience	62%	28%	10%
Unified Search	55%	32%	13%
Offline Access	48%	35%	17%
Content Organization	50%	33%	17%
Overall Satisfaction	58%	30%	12%

Interpretation: Remote access convenience and unified search received the highest satisfaction ratings. Offline access, while positively rated, indicates scope for technical enhancement.

Graphical Representation

A bar graph illustrating feature-wise satisfaction levels shows a dominant “Very Satisfied” response across all service components. The graphical trend confirms strong user acceptance and usability of MyLOFT.

Impact of MyLOFT on Academic Activities

Table 4. Impact on Learning and Research

Impact Area	Agree	Neutral	Disagree
Saves research time	76%	18%	6%
Improves access to quality journals	81%	14%	5%
Supports remote learning	84%	12%	4%
Enhances research productivity	69%	22%	9%

Interpretation: The findings indicate that MyLOFT significantly enhances research efficiency, remote learning support, and access to quality scholarly resources.

Comparative Analysis

Table 5. MyLOFT vs Traditional Remote Access Tools

Criteria	MyLOFT	VPN / Proxy
Ease of Use	High	Moderate
Single Sign-On	Yes	No
Offline Access	Yes	No
Mobile Compatibility	Excellent	Limited
Content Organization	Advanced	Minimal
Accessibility Features	Available	Not Available

Challenges and Limitations

- Despite its advantages, MyLOFT faces certain challenges:
- Dependence on institutional subscriptions
- Initial training requirements for users
- Internet dependency for first-time access
- Licensing and copyright constraints

Future Scope

- Future enhancements may include:
- AI-based personalised recommendations
- Integration with open access repositories
- Advanced analytics for usage insights
- Enhanced collaborative research tools

Conclusion

The study establishes that MyLOFT is an effective, user-centric, and technologically advanced remote access platform for academic libraries. High satisfaction levels, frequent usage, and positive academic impact confirm its role as a transformative digital library service. As remote and blended learning environments continue to expand, MyLOFT will remain a critical tool for ensuring equitable and seamless access to scholarly resources.

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